ISSN 1187-1474

ANNUAL REPORT
1990-91

PROVINCIAL
PUBLIC LIBRARIES
BOARD

THE
55TH ANNUAL REPORT
OF THE
PROVINCIAL PUBLIC
LIBRARIES BOARD
FOR THE
YEAR ENDED MARCH 31, 1991

92-07864/

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PROVINCIAL PUBLIC LIBRARIES BOARD

ARTS AND CULTURE CENTRE, ST. JOHN'S, NEWFOUNDLAND A1B 3A3

Honourable Eric Gullage
Minister, Department of
Municipal and Provincial Affairs
Government of Newfoundland and
Labrador

Dear Sir:

In accordance with the revised Public Libraries Act, 1988, we hereby submit the report of the Provincial Public Libraries Board for the year ended March 31, 1991.

Suzanne Sexty, Chairperson

Pearce J. Penney, Provincial Director and Secretary to the Board

Telephone: (709)737-3964,3965,3966,3967/Envoy: ADMIN.NPL/Fax:(709)737-3009

BOARD MEMBERSHIP
1990-91

CHAIRPERSON: Suzanne Sexty
VICE-CHAIRPERSON: John Snow
SECRETARY: Pearce J. Penney

Don Bennett
Don Blackmore
Kelvin Fowler
Job Halfyard
Susan Harvey
Roma Hicks
Mary Sheppard
Eldon Swyer
Julia Swyer
Calvin Taylor

STANDING COMMITTEES

Executive
Suzanne Sexty
John Snow
Don Blackmore
Calvin Taylor
Kelvin Fowler
Eldon Swyer

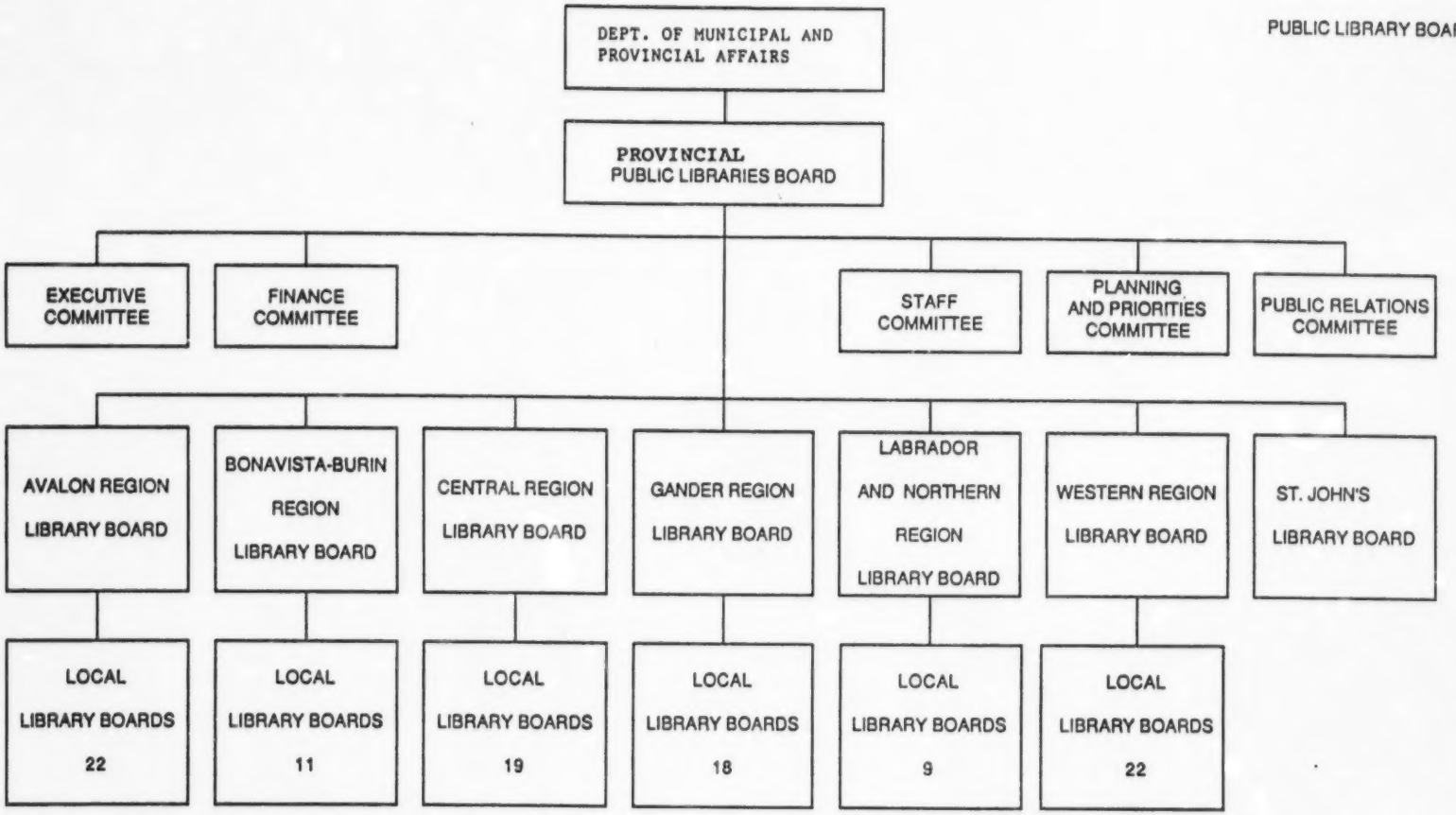
Finance
Don Blackmore
Don Bennett
John Snow
Susan Harvey
Calvin Taylor
Mary Sheppard
Suzanne Sexty

Staff
Calvin Taylor
Job Halfyard
Kelvin Taylor
Roma Hicks
Don Bennett

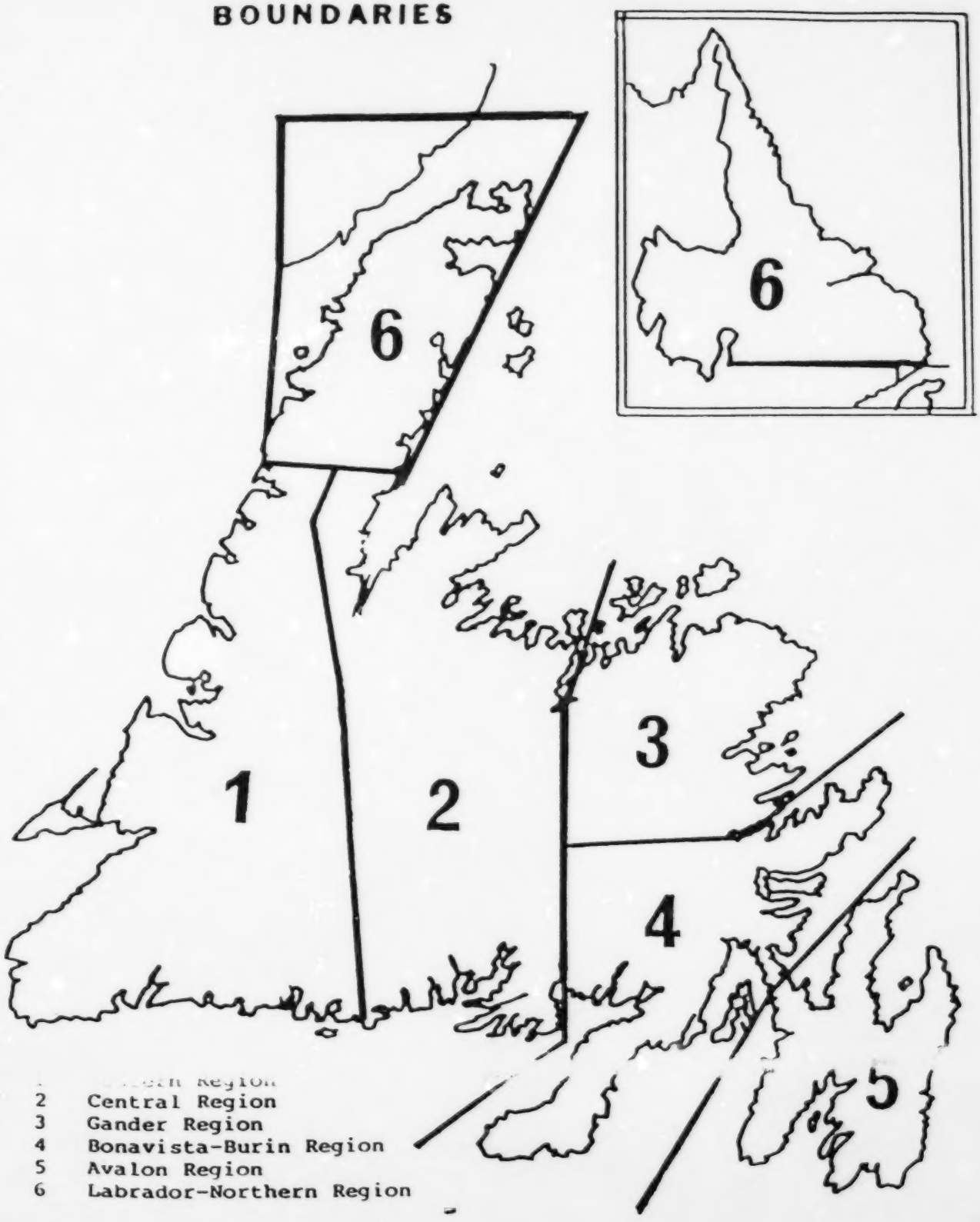
Planning & Priorities
John Snow
Kelvin Taylor
Roma Hicks
Julia Swyer
Job Halfyard
Eldon Swyer

Public Relations
Calvin Taylor
Gail Malone (staff)
Elinor Benjamin (staff)
Suzanne Sexty

PUBLIC LIBRARY BOARDS



REGIONAL BOUNDARIES



[illegible] Region
2 Central Region
3 Gander Region
4 Bonavista-Burin Region
5 Avalon Region
6 Labrador-Northern Region

PROVINCIAL PUBLIC LIBRARIES SERVICE
1990-91

Minister, Municipal & Provincial Affairs	Hon. Eric Gullage
Provincial Director	Pearce J. Penney
Deputy Provincial Director	Diana F. Rose
Financial Administrator	D. Max Frampton
Provincial Reference & Resource Library:	
Head	Charles Cameron
Assistant Head	Anne Lawson
Newfoundland Section	Derek Bussey
Interlibrary Loans	Deirdre Tiffany
Technical Services Dept:	
Department Head	Brenda Parmenter
St. John's Library System:	
Chief Librarian	Brian Nimeroski
Branch Libraries & Special Collections	Victoria Murphy
Children's Librarian	Heather Myers
Adult Reserves & Interlibrary Loans	Joan Wheeler
Avalon Region:	
Regional Librarian	John White
Mount Pearl City Librarian	Judy Anderson
Bonavista-Burin Region:	
Regional Librarian	Margaret Ann Fowler
Central Region:	
Regional Librarian	Ralph Dale
Gander Region:	
Regional Librarian	Patricia Parsons
Labrador-Northern Region:	
Regional Librarian	Sandy Chilcote
Western Region:	
Regional Librarian	Elinor Benjamin
Corner Brook City Librarian	Lynne West

CHAIRPERSON'S REPORT

"The time has come," the Walrus said, "To talk of many things..." It is the end of the year and we again have the opportunity to reflect upon the many and varied activities of the past year. Public Libraries in this province continue to struggle with the realities of constantly rising costs and declining operating budgets. It cannot be emphasized too emphatically that as the gap between these costs and budgets widen an already fragile public library system is further weakened.

FINANCIAL CONSIDERATIONS

While the operating budget increased by 3% this was not enough to keep pace with the 5% increase in the consumer price index. In an attempt to supplement their grants a number of libraries undertook many fund raising projects and actively work with municipal governments to increase funding from this sector. Through their efforts these boards raised approximately $295,000.

SYMPOSIUM

As part of its continued commitments to trustee education and to priority planning, the Board sponsored a trustee/staff symposium entitled "Trustees as Power Brokers" in September 1990. The symposium allowed the Board to receive input from a number of persons who were working in, and for, libraries. During the symposium, a number of recommendtions were formulated. These recommendations have been acted on by the Board during the year.

LITERACY FUNDING

As the result of a $53,000 grant from the Newfoundland Department of Education and the Federal Secretary of State, the Board was able to hire a Literacy Coordinator. Through the serivces of the coordinator, library staff, and board members, were made aware of the literacy needs of Newfoundlanders and the importance of providing library services to these persons.

As well, the coordinator organized the province's first annual Book Scoff to be held on April 24, 1991. The Scoff was planned as a celebration of the public library and the community with members of the community offering public readings.

Unfortunately, the Board continues to experience difficulty in obtaining the funds necessary to provide the reading materials which are so essential to encouraging literacy.

LIBRARY STUDIES CERTIFICATE PROGRAM

The Library Studies Certificate Program was awarded second place in an international competition which is sponsored by the National University Continuing Education Association. This award is presented to a continuing education program which has been designed to meet commmunity need. This program was initiated by, and developed by, the Board and is offered through the Continuing Studies Division of Memorial University of Newfoundland. To date 24 employees of the Board have graduated from the program.

ISSUES AND CONCERNS FACING THE BOARD

A number of issues will require the attention of the Board during the upcoming year. The amalgamation of municipalities, such as Grand Falls/Windsor and St. John's/Goulds, will require a consideration of how to deal with the existence of libraries which were once in separate towns, but are now under one jurisdiction. Literacy will continue to be a matter requiring our attention as we will be challenged to meet the growing need of the province to have a literate workforce.

THANKS

I would like to thank the staff of the public libraries, the members of the Provincial Public Libraries Board, and the many volunteers in the province who have worked together in their efforts to provide a provincial public library service.

Suzanne Sexty
Chairperson
Provincial Public Libraries Board

PROVINCIAL DIRECTOR'S REPORT

ORGANIZATIONAL STRUCTURE

The public library service in the province is governed by the Public Libraries Act and Regulations. Organizational structure consists of three levels of library boards, provincial, regional, and local, with a membership of approximately one thousand (1,000) volunteers. This report not only illustrates the scope of the libraries service, but also the dedication of many people, including staff and volunteer library board members, who work tirelessly for the improvement of Newfoundland's public libraries.

OVERVIEW OF THE SERVICE

From a statistical point of view there are some increases and some decreases. However, despite budget cutbacks which necessitated changes and curtailment of some services, the overall picture showed a slight increase.

The overall bookstock shows a marginal increase. This is due in part to the additional funding ($100,000) received from the provincial government to enhance the library collections in the regional resource libraries. In addition more libraries are purchasing paperbacks in an effort to stretch the dollar as far as possible.

Circulation was up in some libraries but down in others. This happens each year and many factors may contribute. However, the overall increase was one percent (1%) over last year. Registered borrowers increased during the year by four percent (4%). One might question why such a small increase in circulation if the number of borrowers increased by that amount. One of the answers is that people use the library for more than borrowering a book. It is a research and information centre also.

Both inter-library loans and reference enquiries were down slightly. This may be due in part because individual library collections are becoming more self sufficient, thus less dependance on other collections. As for the decline in reference enquiries, maybe students are finding more information on their own, because they are getting better training in the schools and other institutions on how to use the library.

Library programme attendance also showed a three percent (3%) increase. This is most encouraging because it means more of our libraries are branching out into programme activities.

The statistics showing the greatest increase are in the area of patron visits to the library, and materials being used in the library.

The number of recorded visits, based on a two week sampling, and then estimated on an annual basis was 1,304,015 representing a five percent (5%) increase over last year. On the in-library material use we had 3,559,686 items that were used but never borrowed, representing an eleven (11%) increase over the previous year.

CONTINUING EDUCATION

Continuing education programmes during the year covered a broad range of topics. Workshops and seminars through the Public Service Commission, and Library Association Conferences, targeted both trustees and staff. A major highlight for the trustees was a Provincial Symposium held in September, 1990, with the theme "Trustees as Power Brokers". This brought together trustees from all over the province. The other major aspect of continuing education is the Library Certificate Programme through Memorial University's Continuing Education Division. There were ten graduates from Level I. This is the second group who have graduated since the programme was introduced.

SPECIAL PROJECTS

Under a special grant through the office of the Secretary of State, the Board undertook a literacy project. A co-ordinator was hired and work began on a review of the libraries collection to determine what support was already available to people in literacy programs. Workshops and teleconferences were also conducted with a view to help increase awareness of the problem and determine goals and objectives that each library may consider.

A Paper Heritage Group of Newfoundland was formed, of which the Provincial Public Libraries Service is a member. It is continuing work on the microfilming of Newfoundland Newspapers, and a paper conservation training programme.

FINANCIAL RESPONSIBILITIES

Financially it was a difficult year. In order to prepare a balanced budget it was necessary to phase out the Provincial Books-By-Mail and pass the responsibility over to the regions

concerned. For the first time during my eighteen years as director, I was called upon to lay-off staff due to financial cut-backs. Staff in two full-time and one half-time positions were let go.

Other areas affected by budgetary restraints were the local libraries. Many libraries were unable to bring in replacements to fill in during regular staff leave; consequently, libraries with one staff member either closed during that period or remained open by volunteers on a reduced service level.

Also, the request to begin implementing a provincial automated system was placed on hold because funding was not provided in the budget.

Budgetary restraints also meant that many of the objectives in the Board's Five Year Plan have been placed on hold.

The one bright spot financially speaking was the exemption from payment of the Goods and Services Tax. Thanks to the Provincial Government for including the Provincial Public Libraries Board under the Government entity, thus providing a shelter from having to pay the tax.

PARTNERSHIP

The Department of Fisheries and Oceans approached us with a view to locating their video libraries in the public libraries, thus providing greater access for the fisherman. A partnership was formed and in June of 1990 DFO placed videos in twelve of our libraries. The arrangement has worked very well and will be reviewed during the next fiscal year.

GIFTS

The Provincial Public Libraries Service was the recipient of a very generous gift from Newfoundland Power, in the form of 110 copies of the **History of the Light and Power**, valued in excess of three thousand dollars.

It was also the recipient of in excess of one hundred copies of **Safe Grad Idea Manual** from the VOCM Cares Foundation.

We are indeed grateful to both donors and any others who throughout the year donated books or financial contributions.

APPRECIATION

Appreciation is extended to the Minister and Officials of the Department of Municipal and Provincial Affairs for their co-operation and support during the year.

To the members of the provincial, regional and local library boards for the volunteer service provided at all levels of the operation, thank you.

To the staff, who as usual excelled in their dedication, devotion and hard work, a sincere thank you.

Thanks to the media for their interest and co-operation during the past year in assisting with the promotion of public library services throughout the province.

Pearce J. Penney
Provincial Director

PROVINCIAL SERVICES

PROVINCIAL REFERENCE AND RESOURCE LIBRARY

Introduction

While 1990-91 witnessed steady progress in several areas, including recon work on the older part of the collection and revamping interlibrary loan procedures, the last half of the year produced several disruptions for the Library. These included uncertainty in the implementation of the Reference Transfer to St. John's, severe financial cutbacks planned for 1991-92 and a Public Works construction project which caused major interference in normal operations.

Present Service

The Provincial Reference and Resource Library is the provincial resource library for the Provincial Public Libraries Service and is the public reference library for the City of St. John's and area. The entire library collection is a backup support collection for the public library system. It is also the access point whereby residents of the Province can gain access to information in other parts of Canada and the world through the Interlibrary Loans System.

The Provincial Reference and Resource Library is comprised of two main sections: the General Reference Section and the Newfoundland Reference Collection. The General Reference Section houses books (reference and general non-fiction), current and back issues of periodicals and newspapers, periodical and newspaper indexes, telephone directories for all major Canadian centers, university and college calendars, federal government documents including Statistics Canada publications, vertical file and the Last Copy Fiction Collection.

In the Newfoundland Reference Section are found Newfoundland books, periodicals, newspapers (current and bound), microfilm of Newfoundland Newspapers, maps, photographs and other items of an archival nature. The Newfoundland Reference Section endeavors to collect all current printed material pertaining to the Province as well as items published about the Province at any time in the past.

The Service During 1990-91

The Library continued to plan for a major change in its role and function. Reference service for St. John's will become

the responsibility of the St. John's Library System in July, 1992. The Provincial Board approved a delay in implementation from the original date of September, 1991 due to impending automation plans in St. John's and time lost due to uncertainty concerning the transfer in the fall of 1990. The Reference Transfer Committee, comprised of librarians from the two departments, held regular meetings throughout the year. The committee has dealt mainly with collection issues and several decisions have been made regarding the book and periodical collections. The General Reference Collection is being reviewed section by section by a sub-committee and the transfer of stock in the UTLAS database has already started. Titles identified as forming part of the new St. John's Reference Department will remain in the Reference Library until July, 1992.

In the Newfoundland Section reorganization continued including the revamping of procedures, moving materials in storage areas, in particular the catalogued files to improve accessibility, and bringing related parts of the collection together, such as shelving the bound volumes of one newspaper in the same area. Regarding the long term needs identified in last year's Report, limited progress has been made; it is planned to start using acid-free file folders for the catalogued files in the upcoming year and a small amount of work has been done with the backlog of donated and uncatalogued materials. With the daily demands on the Newfoundland Section Staff, it is difficult to make progress with the latter. There have been no new developments on other long term needs which include a thorough inventory of the catalogued book collection, development of a long range plan for newspapers and a system for organizing book and periodical articles. The addition of two manual full screen microfilm readers has enhanced service to patrons. An additional microfilm reader-printer is one of the greatest needs of the Section.

The Reference Library began the year with a new Interlibrary Loans Librarian, Deirdre Tiffany. She brought a fresh approach to the Section and continued the streamlining of policies and procedures begun by her predecessor. A microcomputer formerly used by the Administration Department is now being used by the Reference Library to send and receive envoys. The envoy address ILL.NFSG was transferred to Reference in 1990. These two developments have much improved the envoy procedure.

The number of interlibrary loan requests from the Regions continues to decline. This is an ongoing development which is due to the regional resource libraries handling an

increasing number of their own subject requests. Those sent to the Reference Library are chiefly those that the regions cannot be expected to answer, whether they be for adults or high school or community college students. While the number of General Reference requests is lower it is encouraging to see that the Reference Library is able to fill more of the requests received.

Interlibrary loans outside the system were busier this year, both incoming and outgoing. The ILL Librarian and the ILL Technician continue to improve procedures. Both attended a three- day course on writing procedure manuals reflecting the high priority placed on reviewing the ILL process for outside the system.

The possibility of the beginnings of an integrated automated system for the PPLS again appeared at the end of the year. This has several possibilities for the PRRL including access to an on-line public access catalogue by the Reference ILL staff and eventual automated inventory control.

The four librarian positions, reorganized in 1989-90, were all filled for the first time in 1990-91. Collection development and staff supervision and evaluation are shared among the four who meet once every two weeks to discuss on-going problems and developments. Provincial responsibilities have also been identified for each position in the areas of regional resource collection development, reference services and interlibrary loan.

The Reference Library felt the effects of financial constraints in 1990-91 and will do so even more in 1991-92. Funds for the continuation of the half-time Library Technician IV position were not available after June, 1990, while the Library Technician I position was again frozen, which meant that the Newfoundland Newspaper Indexing was again suspended. During 1990-91 it became necessary to plan for further reductions for the 1991-92 fiscal year. The measures decided upon consisted of the lay-off of one half-time Clerk I, on April 1, 1991, which will have a major effect on the Library, elimination of several loose-leaf report services and periodicals, elimination of newspaper advertisements for changes in hours, reductions in funds for the Paper Heritage Group and leave without pay for three of the four librarians.

A major disruption in the Reference Library's operations in February and March was caused by the construction of an internal stairwell as part of the life-safety changes to the St. John's Arts and Culture Centre. Aside from no notice being given and the disruptions in the Library caused by construction noise and moving furniture to accommodate a

temporary wall, the major problem occurred in the Library's basement stacks. Almost all of the books in these stacks had to be moved to temporary shelving or floor space, either in the basement or on the first floor, for 4 weeks which made access to them very difficult. Over half of the periodical collection became covered in concrete dust and had to be cleaned.

As part of the Reference Library's services to the Regions the librarians coordinated the updating of the regional resource reference lists for periodicals, reference books and Newfoundland books. The Newfoundland Collection Librarian continued the Quarterly Newfoundland Acquisition List and coordinated ordering of Newfoundland government documents. The Library also provided bibliographies of periodical articles on "illiteracy" and "Native Land Claims".

Reference questions asked in the Library continued to show an increase in the Newfoundland Section while a decrease was noted in the General Reference Section. Two in-library use surveys were again held in 1990-91. Those surveys confirmed trends observed over the past few years.

The number of books added to both sections of the Library declined. In the General Reference Section this was due to fewer donations being catalogued and a slight decline in the number of purchased titles. The number of Newfoundland books catalogued each year varies considerably depending largely on the number of new books published and the number of reports and other documents issued by the provincial government. A special capital grant provided to the Public Libraries Board allowed the Reference Library an additional $8,000 over and above its regular book budget. This amount was devoted to purchasing much-needed updates of individual general reference books and sets. Growth continued in the Last Copy Fiction Collection with over 700 books added. Significant donations were received from Western Region and St. John's System.

A significant milestone in the recon of the Reference Library's collection was reached in May, 1990, when the recon of the Newfoundland Collection was completed. The February 1991 annual microfiche cumulation therefore includes virtually all of the catalogued part of this collection. In the General Section the Head of General Reference completed recon weeding in the 300's, 600's and 900's, with the 200's being the only section yet to be weeded. These records are gradually being added to the database by Technical Services staff.

The official launching of the Paper Heritage Group occurred in February, 1991. The purpose of the Group, of which the

Provincial Reference and Resource Library is a founding member, is to preserve and conserve books, newspapers, periodicals and other print materials, particularly those relevant to the history and culture of Newfoundland. Projects of the Group are a conservation laboratory and a microfilming unit. Membership is open to any organization which is interested in the services of the conservation technician. Several maps from the Newfoundland map collection were cleaned and encapsulated this year. Highlights from the microfilming unit, which is housed in the Reference Library, during the past year have been the filming of the 1936 to 1990 Minutes of the Provincial Public Libraries Board, a collection of Newfoundland Christmas Annuals from the late 19th and early 20th centuries, several early 20th century newspapers from Trinity, Decks Awash Magazine from 1981 to 1989 and the Sunday Express, 1986 to 1990. A major project has begun in filming portions of the Western Star of Corner Brook, not included in the filming of the paper by a commercial firm several years ago. The Head librarian and the Newfoundland Collection Librarian represented the PRRL on the Board of the Group.

Representatives of the Reference Library were also active in two other organizations related to the Newfoundland Collection. The Newfoundland Collection Librarian, Derek Bussey, represented the PRRL in the Newfoundland Conservation Association. He worked on developing a disaster plan to cope with emergencies related to the Reference Library's Collections. The Head Librarian served on the Executive of the Newfoundland and Labrador Council of Archives in 1990-91. The Library has applied for a grant under the Backlog Reduction Programme to organize a collection of business and organizational papers. The Library received such grants to organize its photograph collections a few years ago.

All Reference Library Staff attended the annual Staff Workshop in September. Derek Bussey attended Public Service Commission courses on Introduction to Communications and Leadership and Motivation and a course on Basic Conservation Techniques sponsored by the Archivists Association, while Deirdre Tiffany and Gail Malone attended a PSC course on Writing Polices and Procedure Manuals. Derek Bussey and Charles Cameron attended the Canadian Library Association Conference, in Ottawa, in June and Charles Cameron attended the Atlantic Provinces Library Association Conference, in Moncton, in May.

PROVINCIAL REFERENCE AND RESOURCE LIBRARY - STATISTICAL REPORT

		1990-91	1989-90
1.	Reference Questions From All Sources		
	Newfoundland	7,737	7,928
	General	12,665	14,086
	Total:	20,402	22,014
2.	Material Used in Library		
	A. Newfoundland periodicals, newspapers, books, paphlets, etc.	26,675	26,336
	Newfoundland Microfilm	3,656	3,069
	Total Newfoundland Materials	30,331	29,405
	B. General periodicals and newspapers (from basement and vertical file)	18,582	20,613
	General Microfilm/Microfiche	122	69
	Total:	18,704	20,682
3.	Interlibrary Loans (i.e. made outside the Prov. Public Libraries Service)		
	Materials requested by Library	949	873
	Materials requested from Library	551	487
4.	Loans within the Prov. Public Libraries Service		
	Number of Requests Received	3,242	3,981
	Number of Books, etc., Sent	5,306	5,924
5.	Materials Circulated Directly		
	Newfoundland	135	174
	General	752	860
	Multilingual	4,051	3,333
	Total:	4,938	4,367
6.	Class/Group Visits	22 - 712	30 - 888
7.	Visits to the Library (Library as a whole)	39,100	36,800
8.	In-Library Material Use	128,000	130,100

TECHNICAL SERVICES

The fiscal year 1990-91 was a very successful year in many respects. The number of library materials processed increased by 16percent; the number of RECON titles added to our Utlas file increased significantly. There were fewer staff changes, and staff training continued on a regular basis. The number of uncataloged/unprocessed materials was substantial enough to record this figure for the first time. Over 2,500 books were requested uncataloged/unprocessed; the majority of these were for Central Region.

The Technical Services Department handles the ordering, cataloging, and processing of library materials for the province. Books and videocassettes are cataloged through Utlas, a bibliographic utility in Toronto, and are listed in the COM (microfiche) catalog. Books cataloged prior to 1981 are added to the COM on a regular basis.

At the end of 1990-91, there were approximately 143,000 titles in the COM catalog. We added over 5,500 pre 1981 titles mainly from the Provincial Reference and Resource Library (PRRL) and the St. John's Library System. Of these, 977 books were reprocessed. There are approximately 4,200 pre 1981 titles remaining in the PRRL to be added to the COM; these titles are found in the 100, 300, 500, and 900 sections of the Dewey Decimal Classification system. We also began the catalog transfer of books from the PRRL to St. John's in anticipation of the physical move in July, 1992, when St. John's plans to set up its own Reference area. Over 500 transfers were completed in March 1990. We expect to receive approximately 3,000 transfers in the coming year.

Together with the increase in the number of library materials processed, the number of videocassettes increased to 105 from 71, and the Churchill Falls School Library (LSL) had 239 titles added to its file.

Utlas provided 154 copies of the annual COM catalog and the five bi-monthly supplements, in addition to 407 shelf list cards for titles in the Newfoundland Reference Collection.

In April, we placed a Standing Order for best selling fiction authors with W.H. Smith Bookstore in the Avalon Mall. A certain number of copies of each new title by each author on our order list is sent to Technical Services as soon as possible after arrival in the Bookstore. This has greatly improved the ordering and receiving process for fiction best sellers.

The New Book Approval Plan from Maclean Hunter Library Services continued during the year. Feedback from librarians continues to be mixed. While some librarians use the service regularly, others do not take time to view the displays or prefer to order based on reviews or through some other means. Those who use the service think it is an excellent way to select children's books.

In April, our work space was reduced considerably when part of the Order Section (i.e. receipt of books) had to move from the second floor to the first floor to make room for the Staff Lounge. As a result, we have less shelving to accommodate books waiting for processing and a more crowded work space.

Staff training and development continued during the year. John Griffin completed Level I in the Library Certificate Program at Memorial University; Glenda Kendall completed short courses on microcomputers and the role of the supervisor; Sharon Macdonald also completed a courses on microcomputers. Several staff participated in on-the-job training sessions both within and outside the department. Two staff were assigned to temporary positions outside the Department. John Griffin and Glenda Kendall represented the Department on the Workshop Committee; the workshop proved to be a great success. As part of the Provincial Board's literacy initiative, the Department Head and Frances White compiled guidelines for identifying books for new adult readers.

The Department Head attended the CLA Conference in Ottawa and submitted a report to the Provincial Director.

In Conclusion, I would like to thank the staff for making 1990-91 so successful. We can look forward to another successful year if the Department is not too adversely affected by the reductions in our salaries and computer services budget items. The planned changeover form Utlas to a local cataloging system will undoubtedly have some effect on the Department's work production. Hopefully, we will continue to maintain Utlas services until an overall automation plan is in place and approved.

TECHNICAL SERVICES STATISTICS 1990-91

NUMBER OF VOLUMES PROCESSED

Region or Department	1990-91	1989-90
Avalon Region	5,385	5,334
Bonavista-Burin Region	4,869	3,154
Central Region	5,847	6,748
Gander Region	4,658	4,967
Labrador Northern Region	6,026	3,164
Reference and Resource Library	3,119	3,427
St. John's	5,355	4,716
Western Region	9,571	7,021
TOTAL	**44,830**	**38,531**

NUMBER OF TITLES

Non-Fiction	10,379	8,514
Fiction	4,997	4,405
TOTAL	**15,376**	**12,919**
Non-Fiction Adds	4,639	3,893
Fiction Adds	4,331	2,986
TOTAL	**8,970**	**6,879**

DISCARDS FROM COM

Region or Department	1990-91	1989-90
Avalon Region	8	7
Bonavista-Burin Region	77	48
Central Region	318	176
Gander Region	175	207
Labrador Northern Region	289	142
Reference and Resource Library	383	158
St. John's	1,873	2,333
Western Region	824	889
TOTAL	**3,947**	**3,960**

DISCARDS FROM OFFICIAL CATALOG

Region or Department	1990-91	1989-90
Avalon Region	-----	-----
Bonavista-Burin Region	-----	-----
Central Region	37	81
Gander Region	1	54
Labrador Northern Region	-----	-----
Reference and Resource Library	3,066	592
St. John's	1,322	747
Western Region	12	63
TOTAL	**4,438**	**1,537**

LOCATION CHANGES

Region or Department	1990-91	1989-90
Avalon Region	23	38
Bonavista-Burin Region	102	30
Central Region	26	26
Gander Region	45	106
Labrador Northern Region	388	63
Reference and Resource Library	599*	-----
St. John's	468	179
Western Region	1,085	1,156
TOTAL	**2,736**	**1,598**

*This figure represents the titles transferred from Reference to St. John's.

RECON

	1990-91	1989-90
Reference and Resource Library	3,934	1,668
Other	1,684	1,824
TOTAL	**5,618**	**3,492**

MISCELLANEOUS

Reference Fiction (Last Copy)	737	26
Cataloging-By-Mail	1,522	2,093
Churchill Falls School Library	239	148
Videocassettes	105	71
Uncataloged/Unprocessed	2,580	-----
Reprocessed	977	1,500

UTLAS DATABASE SEARCHING

	In DATABASE	NOT IN DATABASE
Non-Fiction	95%	5%
Fiction	94%	6%

REGIONAL REPORTS

There are six regions in the province serving one hundred and one (101) libraries, excluding St. John's. The number of libraries in each region varies from twenty-two to nine.

AVALON REGION

The year just ended was a very busy one for both the librarians and library board members in the Avalon Region. Overall it was also a very successful one. Some of the highlights of this year included:

- Circulation in the Avalon libraries totalled 322,524 items, a 9.7% increase over 1989-90.

- The libraries had 25,265 registered borrowers by year's end - up 14.3% from the previous year and representing almost 30% of the population served by Avalon libraries.

- There were 4,409 interlibrary loan transactions (borrowing and lending) in 1990-91, an increase of 8.6% over 1989-90.

- The Avalon libraries offered a total of 655 programs in 1990-91 which were attended by 7,660 people.

- Fourteen libraries hosted class visits from neighbouring schools. There were 318 class visits by a total of 6,324 students - both figures being increases over the previous year.

- In May the Bell Island library won a reading stimulation grant from the Canadian Federation of University Women.

- In September the Provincial Public Libraries Board gave its approval in principle to plans for a new library in Bay Roberts.

- In November the Conception Bay South library celebrated Children's Book Week with a reading by author/illustrator Michele Lemieux.

- In December the Whitbourne library moved to that town's former council building, a much improved location with more space.

- In February 1991 construction resumed on the interior of Trepassey's new library.

Brigus, Conception Bay South, Carbonear, Fox Harbour, Holyrood and Harbour Grace each reported significant increases in their circulations. All, incidentally, also had programs and/or class visits throughout 1990-91. With a new librarian Brigus grew in leaps-and-bounds. People who previously walked by the library now came and used it - especially the children. Other new patrons were attracted from Marysvale, Georgetown and Cupids. In 1989-90 Brigus library circulated 7,918 items; this year 22,651 items circulated, weekly story hours were begun and 25 classes visited the library. The time required to do all of this far exceeded the ten hours per week the Brigus librarian officially works.

Carbonear library increased its circulation by 7,000 items (or 42%) over the previous year, reporting 23,651 books and magazines circulated in 1990-91. A very successful summer reading program was partly responsible for this improvement. Similarly both the Holyrood and Harbour Grace libraries increased their circulations by approximately 3,000 items for improvements of 25.5% and 24.4%, respectively, over the year before.

The Conception Bay South library continued to work hard to meet the ever-growing demands of its patrons. Its circulation of 43,329 items was second only to the larger regional resource library and a 14% increase over 1989-90. Forty-three story hours were put on by the CBS librarians, including a booktalk by author/illustrator Michele Lemieux as part of Children's Book Week in November. All of this (and more) took place in a building which the library has outgrown. The Provincial Public Libraries Board previously approved the construction of a new library for CBS and at year's end a local fund raising committee was formed to support this project.

Bell Island also reported a very busy year. Small as it is the library circulated 24,251 items (an increase of 6.5%) and hosted 22 class visits in 1990-91. That it is a recognized center of its community is unquestioned: it was in the public library that Bell Island's teachers chose to display their plaque honouring the Newfoundland Teacher's Association's 100th anniversary.

While the Bell Island library serves a small, cohesive community, the Cape Shore library (located in St. Bride's) serves people living on a long stretch of the Placentia Bay - St. Mary's Bay coastline. Different circumstances require different methods and the Cape Shore library has long worked with the local schools to everyone's benefit. In 1990-91 this library had not less than 177 class visits by 3,905 students. These young people not only pick up books for themselves but

also for their families. This library, too, saw an increase in its circulation of 6.5% due, in part, to the availability of high demand young adult paperbacks.

Last year was also the first in which librarians taking annual leave were not replaced by paid substitutes. This resulted in the closing of most libraries for a two or three week period in 1990-91. One library - Bay Robert's - noted that after it re-opened patrons did not return to it immediately and, consequently, the autumn and early winter months were comparatively slow. Library usage did improve, February and March, 1991, surpassed the same two months of 1990. Bay Robert's situation does highlight the fact that going to the library is a discretionary activity which competes for the public's time with other after-school or after-work activities in the community. Any interruption in the service provided may produce a detrimental effect for months after.

Early in 1990 four Avalon libraries applied for a $1,000 reading stimulation grant from the Canadian Federation of University Women. In May the CFUW notified the Bell Island library that it was one of the two winners from across Canada. (The other was Eskimo Point, NWT). For 1991 three other library boards have submitted applications with the help of the regional office. They are Brigus, Cape Shore and Whitbourne.

The Bay Roberts library board prepared a formal proposal for a new library building in 1990. The Provincial Public Libraries Board studied the proposal at its September meeting and gave its approval in principle. The proposal is to replace the existing wooden building with a 4,000 sq. ft. library located in a civic center which would include the Bay Robert's town council offices and a local history museum. Beginning last autumn the Bay Robert's library board began to solicit financial support from the community's service clubs. This work is continuing.

When the Whitbourne Town Council moved its offices to the renovated train station the former council building was made available to the public library. The library was moved in December and is again in the town's center and within walking distance of most residents. Its new quarters are also much larger than the space it previously occupied in a shopping mall outside Whitbourne. With these improvements Whitbourne's library should see many more people using it.

The construction of Trepassey's new library was held up in 1990 by the new Unemployment Insurance Act's slow passage through Parliament. Only in February, 1991, was the Trepassey library board informed that they would receive a $31,980 grant

under the Act. The board hired six local people and by the end of March most of the interior drywall was up. This project is continuing on into 1991-92.

During Children's Book Week in November the author/illustrator Michele Lemieux gave a booktalk to some forty children and parents at the Conception Bay South library. It was a very successful event for all who attended. In December the regional office applied on behalf of two libraries - Mount Pearl and Holyrood - for author visits during National Book Festival in April 1991. Both applications were approved by the Canada Council in February and the year end saw the regional office busy preparing public service announcements and flyers to promote these events.

Also in February the Avalon libraries participated in Freedom to Read Week with posters and (in some) book displays.

The regional office was also busy in identifying and acquiring topical reports for the Avalon libraries. In July the Roman Catholic Archdiocese of St. John's released the "Winter Commission" report to the public. Eight copies of this report were purchased and distributed to libraries. Late last summer the Department of Municipal and Provincial Affairs released its commissioners' report, Planning for the Future, on the possibilities of amalgamating communities on the North-East Avalon. Five copies were acquired and assigned to libraries in those communities mentioned in the report.

The failure of the constitutional amending process in June 1990 has led to a flurry of task forces and commissions at both the federal and provincial levels of government. Beginning with the Quebec Liberal Part's A Quebec Free to Choose (the "Allaire report) the regional office has worked to identify and obtain copies of all such studies from across Canada. All of these reports are held in the Mount Pearl regional resource library.

That so much was accomplished in 1990-91 is a tribute to the hard work of the region's librarians and library board members. But they were not unassisted in their efforts. Nine Avalon libraries are located in town council buildings while two more - Holyrood and Mount Pearl - are in library buildings owned by the municipality. In Conception Bay South, Goulds, Bay Robert's and Brigus the town councils contributed financially to extend these libraries hours of service. All of these very tangible measures of community support are greatly appreciated. Finally, the regional office staff again provided their often unseen but vital support to the region's libraries and the regional librarian.

BONAVISTA-BURIN REGION

Since this report is being written by a relative newcomer it will be fairly short and will follow the outline of last year's report. I hope to provide greater detail and guidance in my next year's report when I will have a full year's experience in the region on which to draw.

Probably the most important occurrence within the region was the resignation and departure of Regional Librarian Vicki Murphy. She left our region for a position with the St. John's Library System and , while she is missed, staff and board wish her luck and success in her new position. After the summer a new Regional Librarian, Margaret Ann Fowler, was appointed (and I am still finding my way within the system and region).

A Library Symposium was held in September in St. John's. Martha Culton represented the Regional Board - this Symposium produced several initiatives in the way of public relations and promotion and we will be working on these initiatives in the coming year.

During this year we have had to begin working with budget reductions which will impact on the region during the 1991-92 fiscal year. This summer, libraries either had to close for the librarian's annual leave, make do with volunteers, or rely on the local board to pay for a substitute. This will occur again in 1991-92 with additional curtailments. My next report will deal with the outcome of these reductions.

The G.S.T. arrived with the New Year but we have been made exempt which will help to keep some costs down. While, as with any new situation, some initial difficulties occurred, we have found it relatively simple to accommodate the tax as long as we remember to inform our creditors of our G.S.T. number and of our tax exempt status.

Joan Rowe returned to our region in November, after a leave of absence. We had no sooner welcomed her back when she decided she had to resign for personal reasons. We wish her good luck in the future while we look to replace her in Burin.

In reviewing the statistics and comparing them with those of last year, I am pleased to report that circulation and patron registration have increased over all although Garnish had a slight decrease in patron registration (2%) and Arnold's Cove, Garnish, Grand Bank, Marystown, St. Lawrence, and Books-By-Mail had decreases in their circulation. These decreases may reflect periods when the library was closed due to staff illness and/or annual leave. The bookstock appears to be

growing and I hope to be able to emphasize reference materials in the next year or so. Certainly I am sure all libraries were pleased to receive the Canadian Children's Encyclopedia - it's a beautiful set full of Canadian information that all children should enjoy using.

I am disappointed in the lack of programming in some libraries this past year. I know it is difficult to do everything with limited staff hours and budgets but I consider programming for all ages an important way of promoting the library and its resources so I hope we can work together in the next year to develop and extend the programme section of our mandate.

Interlibrary loan continues to be well used. The totals for the region are 2,365 requests, 2,086 transactions completed. This makes for a success rate of 88%. Of the 520 requests that came through Regional Headquarters 153 were from librarians, 105 from teachers, 74 were for Exchange books, and 188 were passed on to Provincial Reference. Librarian requests were down from last year which indicates that more requests are being met at the local level (this result was to be expected as a local library develops its own vertical file). Teacher requests showed a slight increase which may reflect the resource-based approach to education that is currently in vogue; we will need to see how this may put further demands on our services from the schools in the next few years. Requests to Provincial Reference increased as well; more requests for specific articles rather than subject information appears to be the main reason for this increase.

In summary, while I have been here only 8 months I have found the staff and board members to be helpful and dedicated to the promotion of public libraries in Newfoundland and I look forward to working together for many years. I appreciate the effort and time all have given, especially the board members, and I hope the next year may prove successful despite the budget restraints we must work within.

CENTRAL REGION

The year 1990-91 proved to be a difficult one for us in Central Region to continue to offer information to the public and to provide the services that are required to fulfill our goals and objectives. It appears as if we are more successful in offering recreational reading material although there are certainly some people in the Region who are unaware of what we can provide and some others whom we may be able to help (through literacy programmes) acquire a need for our services. The 1990-91 budget was up by about 7% from the 1989-90 budget but most of this increase was in salaries: even so, the Provincial Board was unable to pay substitutes for local

librarians who were on holidays and in some cases, local libraries had to close during this time. In addition to our regular operating budget, $11,700 was provided for upgrading our reference collection in the regional resource library and local libraries; this was very helpful but the problem appears to be more related to having people with time to access the information required.

The services that we are attempting to provide involve a great deal of planning and initiative on the part of staff and boards. The planning for children's activities, crafts and services to special groups, is very time consuming. Someone working only 15 hours per week may find herself using up most of her time checking books in and out, keeping the library tidy and meeting her requirements for reports/statistics/ /surveys, etc. At the regional office, we are now responsible for maintaining all the leave records of the employees in the region and we are also responsible for maintaining the imprest system; thus, too much of our time tends to get taken up with administration rather than the best possible offering of our services. Added to this, many of our local boards have to be concerned with acquiring the necessary funds to keep their building functional.

As mentioned in last year's annual report, the aim of the 19 libraries in the Central Region is to provide library materials, information and programmes to serve individuals in the area served by each library. In addition, on August 1, 1990, we assumed responsibility for the Books-By-Mail. This was done with one additional staff member and for the remainder (from August 1) of the fiscal year, Central Region provided library materials and information to areas of the Central Region, as well as to areas of the Labrador/Northern Region, not served by local libraries.

In 1990-91, Central Region purchased and had catalogued 3,519 adult books, 1,541 juvenile books and 495 children's books. We also purchased 2,635 uncatalogued books. With the special capital grant of $11,700 for the purchase of reference materials, we purchased almost exclusively adult books to a total of about 500. Thus with our regular operating grant of $82,500 for books, we purchased about 3,000 adult books which we had catalogued. In the area of uncatalogued books, the breakdown is about 315 adult, 740 juvenile and 1,580 children's. So, the total number of books bought with our regular book budget would be 3,325 adult books, 2,281 juvenile books and 2,075 children's books - 43.3%, 29.7% and 27% respectively. This is a little high on adult books and a little low on children's books from what had been anticipated at the beginning of the year and at the time of the drawing up of the **Five Year Plan 1990-95**. What I had not taken into

account earlier was the enormous demand for specific adult titles; however, during the coming year, more children's books will have to be purchased and fewer adult (especially non-fiction) books for the regional resource library.

Circulation and interlibrary loan statistics showed small increases over the previous year. Circulation was up to 256,128 from 253,467. Ten of the 19 libraries had increases in circulation, lead by Baie Verte with an impressive circulation of 20,462 for 15 hours per week. Interlibrary loans on the borrowing side increased from 2,870 to 2,949 and on the lending side from 1,998 to 2,151. The most encouraging aspect about the latter statistics is that it shows all 19 libraries using this programme.

Visits, reference queries and in-library use of library materials provide other statistics through which we measure the activities carried out in our libraries. Library group visits may result from programmes (usually children's) offered during the year or from class visits. We are still trying to refine the statistics as far as programmes are concerned; our records show that a total of 579 programmes were offered in the 19 libraries in 1990-91 as compared to 584 the previous year. The encouraging aspect about those statistics again is the fact that most (14) of the libraries carry out programmes which groups of individuals attend. Class visits are also widespread throughout the Region with 468 taking place in 1990-91 as compared to 567 the previous year; the corresponding figure for students attending are 7,222 and 6,925. Individual library visits throughout the Region, as projected from two weekly surveys, were 182,600 as compared to 184,150 the previous year.

Reference queries and in-library use of materials provide invaluable statistics for measuring library use. The three libraries - Bishop's Falls, Grand Falls and Windsor - with full time staff accounted for most of the reference queries and this is as it should be. Total reference queries in the region for 1990-91 was 22,145 as compared to 23,291 the previous year. In-Library use of materials is still proving difficult to measure, and of course, the amount of time different individuals use materials differs greatly. The total use of library materials was 696,000 in 1990-91, up over 23,000 from 1989-90.

Although there were no librarian workshops in 1990-91, librarians throughout the region continue to take courses on the Library Certificate Programme. Those courses have provided valuable tips and suggestions to local librarians and helped them in their programme offerings. Regular evaluations have been helpful also.

In September, 1990, a trustees' workshop was held at St. John's and three members - Mrs. Lorraine Cuff, Mrs Donna Head and Mrs. Vera Taylor - attended from the Central Region Library Board as did Mr. Bennett and Mr. Halfyard as Provincial Board Members. The keynote speaker here was Mrs. Margaret Andrews, President of the Canadian Library Trustees Association, who stated that it was the responsibility of trustees to see that the best possible library service is offered. In addition, there were valuable sessions on the services the public wants, public relations and fundraising. Also, during the past year, the regulations governing library boards have been distributed to each local Chairperson and those regulations have been discussed at a Regional Board meeting. It continues to be emphasized that board members should take an active interest in seeing that their libraries are well run and in this context Mrs. Suzanne Sexty, the Chairperson of the Provincial Public Libraries Board at that time, visited eleven libraries in Central Region in July and August, 1990.

The year 1990-91 has been a year when we have attempted through various means to encourage all our local librarians to place service to the public as a number one priority and our statistics show that we have been largely successful in this. We have continued to emphasize the importance of adhering to uniform policies and procedures and this is showing results. We have continued to emphasize the importance of co-operation at the local level between the librarian and the local board and this is making for better performances and better services being offered.

Although all our objectives were not achieved in 1990-91, it was still a relatively successful year. Our level of service appears to have been maintained in all categories and in all geographical areas; indeed, we assumed the added responsibility of taking over the Books-By-Mail service, not only to the Central Region but to the Labrador-Northern Region as well. Services in the local libraries were maintained even though no funds were available to provide substitutes when the regular librarians were on holidays; the Books-By-Mail programme was taken over with the addition of only one staff member.

For the coming year, we will continue to work toward our overall objective of providing the best possible service to the public in this region. This promises to be even more difficult with financial reductions. There are even greater restrictions on the provision of substitutes and local boards will have their operating grants cut by 25%. This puts a greater responsibility on the local board to try and obtain funds from their local municipality or elsewhere in order to

keep the library operating. Thus there appears to be an even greater need for co-operation and communication at the local level.

GANDER REGION

I am pleased to present the Annual Report of the Gander Regional Library Board for the fiscal year 1990-91. The Gander Regional Library Board provides public library services to 18 communities within the Gander Region.

Library Services

For the first time since our Region began, we have experienced a **"negative growth"** in public library services according to out statistics. Circulation of materials has decreased by 6%, while our inter-library loans dropped by 7%, despite consultation with staff throughout the year which always re-affirmed that they were busier than ever, and that patrons were very satisfied with the new bookstock. The fact that some branches were closed last year for annual leave holidays may have contributed to this decline in statistics. A total of four branches closed last summer for 2-3 weeks each.

Reference queries showed the biggest decrease from last year, dropping by approximately 22%. This may reflect the fact that our co-operation with local schools, in building up their vertical subject files, has resulted in more use of school library collections instead of the public library' collection. The fact that we have built up our individual reference collections so well with our special capital grant, may also indicate that the students are accessing the collection themselves and not asking for staff assistance.

A positive area of growth is seen in registration of borrowers, which has increased 5% over last year.

Staff Development

I attended the Symposium for Trustees & Management Staff held September 17-19, 1990. I enjoyed this opportunity to meet trustees from all other regions and I felt this exchange of information was genuinely worthwhile.

Local staff are still actively participating in the Library Certificate Program. We have six graduates to date, with another five staff members still registered. This demonstrates a very positive attitude towards training,

despite the fact that opportunities for advancement are minimal.

Bookstock

The region acquired 5,495 new volumes this year. The extra funding for reference and non-fiction titles allowed us to update and expand all collections. Out Standing Order for bestsellers has improved our delivery of such titles greatly, and our patrons appreciate this bestseller service.

Attention must be given now to the children's collection in all branches, as these need upgrading and expansion as well.

The region discarded 1,527 volumes from local branches. Many of these titles have been donated to the Volunteer Library at Birchy Bay.

Visits to Libraries

Visits to local libraries totalled 78 for this fiscal year. I attended eight local board meetings, to provide information and consultation on local library matters.

Library Facilities

The highlight of this year was the official opening of our new Lewisporte Memorial Public Library. It is a beautiful new facility, now the second largest in the Region. I only hope that we can continue to operate it, given the economic situation at this time.

New libraries at Greenspond and Gander were plagued with leaks this past year. Both have corrected the problem now, and we hope that it does not re-occur.

Plans to install a direct entrance into our joint school/public library at Carmanville had to be placed on hold due to budget restraints.

A proposed extension to Badger's Quay Library was also cancelled for the same reason.

The Regional Board will return to these priorities as soon as funding allows us to.

Special Grants

The Region did not pursue federal funding at all this past year.

Future Trends/Conclusion

In the past Gander Region has always demonstrated strength in growth despite no extra staff, hours, nor any surplus in budget from year to year. The coming year will be a true test of our strength, in being able to survive the projected budget cutbacks. Local library boards and staff alike will have to rise to the challenge of local fund raising to assist in the operations of their respective libraries.

As a region we must keep morale up, and remain positive, in order to maintain the level of service already expected from us. We must ensure that no branches are closed, no hours are reduced, nor any staff laid off.

Based on their performance in the past, I have no doubt staff and trustees will rise to this economic challenge.

I would like to thank all staff and board members for their assistance in the administration of the Gander Region.

LABRADOR-NORTHERN REGION

I arrived in the office on October 15th. I received lots of help from Linda Mitchelmore and Pat Hollett, and I have received a lot more ever since then. I am impressed by the way everyone in the provincial library business is always forthcoming and helpful.

One of my immediate responsibilities was in ordering books. Our money was not yet committed or spent, and we needed to put in more book orders. In particular, we needed new books for our book exchange program where two blocks of books needed to be created.

While in St. John's, in November I obtained paperbacks for the exchange from a bookstore, and in March I ordered still more books for this year's July exchange from two St. John's bookstores, trying to speed up the technical processing by sending books directly to them in the Arts and Culture Centre and thus hoping to receive the books more quickly in Labrador City.

I did over-commit in my new book orders in November and December, but that is a common practice and necessary - it is especially appropriate for a region as faraway from St. John's as we are.

Changes and Objectives

1. Adjusting book orders. What a dollar bought in books in 1977 it now takes $3.40 to buy. The prices of books have increased by 4.5 to 5% per year and periodicals have increased by 9%. We were allotted $55,000 in '85-'86 and $65,000 in '91-'92, a 10% increase over eleven years.

   Consequently, we must buy more paperbacks and fewer books in some categories to keep costs down and our services tolerable good. Since October we have moved to all paperbacks in our book exchanges.

2. Reference, resource and historical collections. Despite the budgetary constraints we have been allotted special monies from Provincial's Capital for reference materials - $6,000 for the resource library, $4,000 for the other libraries. We will spend all of that easily. We should not forget the need for going to microfilm at the resource library, and the consequent need for supplying that location with a microfilm reader-printer as soon as the capital is available. Because our capital account has been cut drastically I don't think that purchase is affordable. We may be able to purchase a simple microfilm reader.

3. Capital purchases. In the past year our major costs have been in building improvements in St. Lunaire-Griquet and Cartwright Public Libraries. We have seen solid progress made by those investments. St. Lunaire-Griquet is now on a firm foundation, and Cartwright's building has a good furnace and washroom. We have also sought to repair Labrador City's roof, and we have made some progress there, but some more remains to be done. We also need to provide a sheltered access for the Port Saunders Library.

   The installation of Cartwright's furnace and washroom cost us approximately $2,300, while we made $300 from the sale of the old furnace.

   Various repairs at St. Luanire-Griquet, including the jacking up of the building, cost us approximately $1,600. We had to fix the washroom twice this winter - replacing the toilet bowl because of freezing. Adjustments in the

furnace have been made, and we hope to avoid another freeze up.

We replaced Port Saunders' door once in the last fiscal year and once since 91-04-01. We decided at our meeting on May 4th. that carrying on with the building of the sheltered access was both old and necessary business, helping to avoid another broken door. Broken doors cost us at least $500 to repair. The sheltered access will cost approximately $2,500.

I am very worried about having only $7,000 to cover capital expenditures for this year - $3,000 has already been spent on Port Saunders Library.

4. Oral history, local history and public relations. We need to develop five-year plans at the local level. It is most appropriate for local boards to meet with historical societies or to help start such an historical emphasis if it is not already there. Such a group can contribute greatly to the expansion and general activities of the library.

5. Fund-raising and public relations. Fundraising can be built into a five-year plan - the "hopes" can be there, anyway. A persistent emphasis on cooperation with other community groups helps the library in fund-raising. The Trustee's Handbook has some good suggestions. I am always happy to meet with other groups when I am in local Communities.

6. Book Deposits. We have instituted "book deposits", made up of old book exchange blocks, to encourage our budding libraries in Davis Inlet and Rigolet and, possible, also in Nain. I visited these locations April 29th - May 2nd and was encouraged by what I heard and saw. Boards have been set up in Rigolet and Davis Inlet and space is available in both locations. We will have to wait a while, a year or two, before we can make a judgement as to permanency and "volunteer library" status, but I am optimistic. The Davis Inlet library links in directly with the Innu Resource Library in Sheshasheit and we have purchased blank videos and audios for a transfer of information. That is an interesting and rewarding interrelationship that we can encourage. I have heard nothing final from Nain, but my early contacts there with Sherman Pevie, Jan Woodfood, Gary Baikie, and others, have been encouraging. I would judge the potential for a good readership to be very high.

7. Book Exchanges. We are purchasing only paperbacks for the exchanges - not only to save money on them, but also to save on shipping costs, and perhaps to increase use. There is also a saving in processing, as paperbacks are more easily and quickly processed.

8. Books-By-Mail. We are taking over the handling of our own Books-By-Mail service and are hoping to get well under way this summer from the regional office. We have a new half-timer to help us.

9. Travel (board) and operating grants to local libraries. Though there have been cuts we hope to carry on with board meetings in teleconferences and to keep communications open. Operating grants will be nearly as generous as last year.

10. A union list of serials. Local librarians are mailing lists of holdings to the regional office.

11. Microfilm copy. We have received the Labradorian, Northern Pen and other newspapers on microfilm, and Labrador City Public is now searching for a grant from CRRS to fund a reader-printer for our resource library.

12. Local boards have been reminded to send all their meetings' minutes to the regional office.

13. Local boards have been reminded to allow local librarians to attend all their board meetings. This is a major policy emphasis and helps us all.

14. Circulation is down from the previous year. We had a harsh winter, and we do not feel demoralized by this reduction. It is part of a natural vacillation, and we expect to see an upturn this year as our public relations are strengthened and enhanced.

WESTERN REGION

A New Building for Stephenville

In our annual reports, Mr. Penney has advised us to accentuate the positive. After a spring like this one, this is a daunting task. However, the recollection of the sod-turning last August and the near completion of the actual new building at Stephenville does serve to renew the sense of purpose that was severely undermined with the news of this year's budget. The building gives every indication of being a functional and attractive new home for a library service that has flourished

for years in spite of its unfavourable setting. The citizens of Stephenville are to be congratulated for achieving what they have in spite of what seemed, at times, like insurmountable obstacles. Well done!

Staffing

We can also say, that after 1989-90's roller coaster ride, staffing has achieved stability, although there is still some shuffling going on at Corner Brook City Library as a result of the cutbacks to Western Region. The period in which the cut-backs were being considered was a time of lowered staff morale and lessened productivity, and management energies, too, had to be directed toward the cutbacks instead of projects more directly related to public service. I am sure that Treasury Boards never measure these invisible costs when they set about to cut costs.

Publicity and Promotion

In this period, I reviewed my 300th book on CBC radio. This year, the book review has been aired twice - on the Morning Show at 8:25 and Radio Noon just after 1:00 p.m. Being back on the Morning Show has brought a lot more feedback than when the reviews were aired only on Radio Noon. I also told stories to children at the Ramea, Stepheville and Pasadena public libraries, as well as at Granny Bates book store in St. John's, and realize I must somehow find time to learn more stories, if I am to continue with this "hobby", which is a good antidote to the bureaucratic excesses that seem to plague regional librarians. I believe that hearing stories read or told aloud is one of the strongest foundations in fostering in children a love of books and reading. We still have a number of libraries which do not offer any kind of story time programming, and I hope to contact the boards involved in the coming year to see if something can be done.

Statistics

I am concerned by the continuing downward trend in library use statistics. Circulation is down in all areas except catalogued adult books, and uncatalogued books. A substantial decrease in junior circulation (7%) should be of concern to all.

11,000 books were allocated to branches this year, but 250 of these were purchased by local boards, 2,300 were reassigned older books, and an estimated 300-400 were donations (exact

figures are not available this year). I think it would be safe to say that only about 8,100-8,200 were actually new books, which at a cost of about $113,000 averages out to a ball park figure of $14 per volume. We hold 944 paid subscriptions which cost $31,655 or an average of about $33.50 per subscription. We have increased the number of junior rotating collections in circulation and expect to add additional collections in the coming year.

Finances

On the financial side, we ended the year $22,700 or 2.4% overspent, which is a much larger variance from our budget than we have experienced in a long time. We never did receive a final financial statement for fiscal year 1989-90, but our average variance for the previous 4 years was only about $3,300. Several things contributed to this overexpenditure:

1. Photocopier revenue and expenses for the copier at Corner Brook City Library were transferred from Western Region's budget to Corner Brook. The approximately $2,500 in revenue which was previously credited into our budget against "Rental, copier" and "Library and Office Supplies" was not replaced in our budget creating an immediate deficit situation over which we had no control - unless we had stopped using the copier, which was not practical.

2. The Provincial Public Libraries Board implemented a centralized purchasing system, but we were not given prices for what we ordered, nor did we see invoices, so we had no controls over what was being charged to our budget. Many charges for these goods were not charged to our budget until late in the year and came as a surprise. A number of items on the Centralized Purchase Order for 1991-92, which were ordered by the Administration late in 1990-91 for anticipated shipment and billing in the new fiscal year, arrived in March and had to be charged to 1990-91, increasing our overexpenditure even further. The Administration has now responded to our request for better accounting of these expenditures, and it should be easier to keep track of these costs this year.

3. A large error in the book order tallies kept at the regional office was discovered too late in the fiscal year to make any changes. A large shipment of pamphlets ordered from the federal government came in billed at $1,600 after we had thought they were free! (Funny how the government sends so much junk you can't use for free and then charges you for the stuff you really do want)

Book prices continued to rise above those printed in catalogues and Books in Print. One Standing Order alone (Contemporary Authors) came in at almost $1,000 above budget. We had to have as many orders as possible placed before December in order to beat the G.S.T. (our exempt status was not established until later), which resulted in our receiving far more materials in this budget year than we did when we ordered evenly throughout the year, and this threw our old ordering "formulas" out the window. The bottom line is that the accounting methods for the book acquisition process still leave a lot to be desired, but as they are too cumbersome to do manually, we may not expect an improvement until some kind of automation is in place.

I had considerable difficulty vetting this year's local board financial statements. Only 5 Annual Reports showed operating amounts that matched the totals of the 4 quarterly reports. A number of boards had difficulties in reporting the balances carried forward from last year. 9 boards ended with more money than they were supposed to have and 7 with less. Well over 40 hours were put into trying to identify these problems and write back to those concerned, and it will be summer before any more time can be devoted to resolving these difficulties. Several boards were confused by the early arrival of the first grant for the year.

As a matter of interest, this year's expenditures can be categorized as follows:

64%	Operating grants and salaries, local libraries
15.8%	Library Materials
20.2%	Administrative salaries and other administrative costs (board and staff travel, advertising, costs of renting and running the regional headquarters, office supplies, etc.)

ST. JOHN'S LIBRARY SYSTEM

1990-91 was the second year of our five-year-plan, the overall goal of which is to have the System maintain its relevance to a large urban centre. While achieving the means to this end has again shown itself to be no mean task, a number of positive and significant steps have been taken.

The principal events and trends in St. John's for 1990-91 can be summarized under the following headings:

Planning

The St. John's Library Board has organized its finances into operating and long-term capital accounts.

The Chief librarian submitted to the St. John's Board in March 1991 an outline of a five-year plan for change and development. In conjunction with this, the Board has reorganized its decision making structures, which among other benefits will provide a more effective means of dealing with the Librarian's report.

A noteworthy and relevant feature of large libraries in the country is the move to incorporating "Friends of the Library" groups. Properly established, the "Friends" can accomplish a great deal, and the hope is that the St. John's Board will continue to pursue the example set by others in 1991.

That the Black Report should be implemented was reaffirmed by the Provincial Board. The implementation date has been set for September 1992. Administrative staff are now busy with activities related to the transfer.

The location of the Marjorie Mews Library continued to create problems. Early in 1991, a break-in resulted in the theft of property and money. The St. John's Board must still resolve what is to be done with branch.

Administration

To make the System more efficient and effective, a number of changes have been proposed for the Systems organizational structure. To give more decision-making flexibility, a parallel organizational element has been established to deal with programming and renovations. The concept has had early success and will be evaluated (and we hope extended) over the next year. Circulation and use figures generally remained at the 1989-90 levels - with a few notable exceptions: sound

recording circulation rose by 11%; talking books by 62%; reserves by 10%, and estimated in-library material use by 22%.

Changes

A computer and CD ROM drive were bought for the Reserves Section. Disc software now includes Books in Print, Whitaker's Books in Print and MUN's catalogue ELIOT.

The conversion of our sound recording library to CD's, talking books and cassettes was completed in October 1990. The results, as mentioned, have been encouraging.

The St. John's Board approved a logo for the System. Cabot College provided the submissions, which will be considered early in 1991.

The Board also approved the purchase of an integrated, automated library system for 1991. The tender submission deadline is April 30, 1991. One vendor - DYNIX - came to St. John's in November 1990 and provided an informative demonstration.

Activities

Donna Clouston's silk-screen donation to the library was raffled in April, and raised $2,455 for talking books.

Elliott Layton donated his "Murder Library" to St. John's in May 1990.

The Chief Librarian arranged for the Annual General Meeting of the Council of Administrators of Large Urban Public Libraries (of which St. John's is a member) to be held in St. John's in September 1991.

The Gosling Library was relocated to the new City Hall Annex, and opened on August 14, 1990.

February 1991 was Food for Fines month. When it was over $1,099 and several carts of food were generated by the Library. The Board donated the proceeds to the United Church Food Bank.

Setbacks

The provincial budget freeze for 1991-92 caused the Board to make some difficult decisions. One vacant position (an LB 18)

will be frozen for 1991-92, and overall opening hours will be reduced by almost 25%.

Because of inadequate security arrangements, the Board decided in October to close the Gosling Library on Sundays.

The St. John's Board assumed responsibility in 1990-91 for funding casual staffing for the System, and will be faced with the same decision for the next year as well.

Portions of a life safety report were implemented in February 1990 at the Arts and Culture Centre, resulting in an enclosed stairwell being installed in the middle of the libraries, from the first to the third floors.

The total of some 400 square feet lost to the children's and adult libraries because of the structure has reduced even further the already limited potential of the libraries' existing floor space.

In terms of defining what it is, planning what it should be doing, where it's going, and coming to grips with the capabilities of its human and financial resources, the Library System has a very long way to go.

But the changes and developments that occurred over the past year at the Board level and amongst the staff, while not radical, give every reason to be optimistic about the future.

PROVINCIAL PUBLIC LIBRARIES BOARD

STATEMENT OF REVENUE AND EXPENDITURE

FOR THE YEAR ENDED 31 MARCH 1990*

REVENUE

OPERATING GRANTS	
Province of Newfoundland	
General Funds	$5,865,002
Automation study grant	25,000
Other Revenue	
Funds raised by community libraries	223,734
Miscellaneous	2,533
	6,116,269

EXPENDITURE

Advertising	4,981
Automation study	23,889
Books	725,091
Periodicals	153,992
Computer services	86,310
Conferences and workshops	17,425
Freight and postage	75,260
Heat and light	153,768
Insurance	29,620
Miscellaneous	41,856
Office and library supplies	124,488
Printing	12,608
Rental of equipment	81,322
Rental of premises	183,590
Repairs and maintenance	72,444
Salaries	4,099,653
Security and janitorial services	15,329
Staff development	13,808
Telephone and envoy	85,008
Travel	83,819
	6,083,261
Excess of revenue over expenditure (expenditure over revenue)	33,008
Extraordinary income	43,637
Excess of revenue over expenditure (expenditure over revenue)	$ 76,645

* Latest Audited Financial Statement

STATISTICS 1990-91

NAME	SERVICE POINTS	POPULATION	BOOKSTOCK	CIRCULATION	REGISTERED BORROWERS
AVALON REGION	22	80,251	167,534 (154,933)	322,524 (293,863)	25,265 (22,095)
BONAVISTA-BURIN REGION	11	39,166	99,506 (95,370)	188,705 (185,542)	12,407 (11,432)
CENTRAL REGION	19	44,240	186,967 (185,872)	294,258 (253,467)	17,674 (17,560)
GANDER REGION	18	41,576	150,799 (148,046)	228,209 (244,333)	18,854 (17,901)
LABRADOR-NORTHERN REGION	9	29,959	121,770 (109,012)	146,079 (152,027)	13,863 (12,482)
PROV. REFERENCE & RESOURCE LIBRARY	1	N/A	86,437 (86,534)	4,938 (4,367)	N/A (N/A)
ST. JOHN'S LIBRARIES	4	100,000	120,519 (116,329)	391,097 (377,889)	13,966 (14,604)
WESTERN REGION	22	75,106	329,589 (215,459)	375,317 (379,877)	27,486 (24,246)
TOTALS	**106**	**410,283**	**1,263,121** (1,136,345)	**1,951,127** (1,932,481)	**129,515** (124,320)

NAME	ILL TRANSACTIONS	REFERENCE ENQUIRIES	LIBRARY VISITS	IN-LIBRARY MATERIAL USE
AVALON REGION	4,409 (4,058)	19,840 (16,869)	197,625 (163,475)	692,350 (429,075)
BONAVISTA-BURIN REGION	2,175 (1,937)	7,805 (7,672)	104,775 (90,900)	470,400 (403,750)
CENTRAL REGION	5,101 (4,868)	22,145 (23,291)	182,600 (184,150)	696,000 (672,875)
GANDER REGION	6,151 (6,632)	21,738 (27,971)	202,565 (188,950)	226,086 (313,000)
LABRADOR-NORTHERN REGION	2,129 (2,351)	18,731 (18,442)	107,250 (105,400)	350,250 (291,350)
PROV. REFERENCE & RESOURCE LIBRARY	4,342 (5,341)	20,402 (22,014)	39,100 (36,800)	128,000 (130,100)
ST. JOHN'S LIBRARIES	3,319 (3,970)	17,864 (16,885)	189,450 (187,500)	139,425 (107,800)
WESTERN REGION	7,085 (7,726)	31,695 (37,801)	280,650 (281,250)	857,175 (796,275)
TOTALS	**34,711** (36,883)	**160,220** (170,945)	**1,304,015** (1,238,425)	**3,559,686** (3,144,225)

NAME	LIBRARY PROGRAMMME ATTENDANCE	CLASS VISITS
AVALON REGION	655 - 7,660 (458 - 4,983)	318 - 6,374 (299 - 5,613)
BONAVISTA-BURIN REGION	88 - 1,864 (124 - 1,785)	160 - 2,322 (139 - 2,212)
CENTRAL REGION	579 - 6,206 (584 - 5,964)	468 - 7,222 (567 - 6,925)
GANDER REGION	273 - 4,621 (176 - 5,054)	1,120 - 22,417 (1,338 - 26,717)
LABRADOR-NORTHERN REGION	444 - 3,069 (247 - 2,981)	71 - 1,232 (109 - 2,024)
PROV. REFERENCE RESOURCE LIBRARY	N/A N/A	22 - 712 (30 - 888)
ST. JOHN'S LIBRARIES	609 - 10,148 (709 - 10,912)	
WESTERN REGION	356 - 4,594 (388 - 4,991)	987 - 14,676 (1,061 - 14,977)
TOTALS	**3,004 - 38,162** (2,686 - 36,670)	**2,146 - 54,955** (3,562 - 60,391)